

Eddie Baza Calvo
Governor

GSA

Anthony C. Blaz
Director, Dept. of Admin.

GENERAL SERVICES AGENCY
Government of Guam
48 Route 1 Marine Drive Corp
Piti, Guam 96915

Ray Tenorio
Lt. Governor

Alfred F. Duenas
Deputy Director

November 12, 2015

Memorandum

To: Department of Land Management


From: Buyer Supervisor II

Subject: Approval of Bid Specifications (Invitation for Bid No. GSA-139-15)
60 Month Lease Agreement – Multifunctional Device Copier/Printer/Scanner/Fax

Hafa Adai! Attached is a copy of specifications submitted by Xerox Corporation in regards to the above bid invitation "Bid No." GSA-139-15

Please review and evaluate the specifications provided by the bidder and concur below if all required specifications are met. We would appreciate your response no later than Friday, Nov. 14, 2015 in order for GSA to make an award on this bid.

If you have any questions regarding this matter, please call at 475-1713 or fax 475-1727

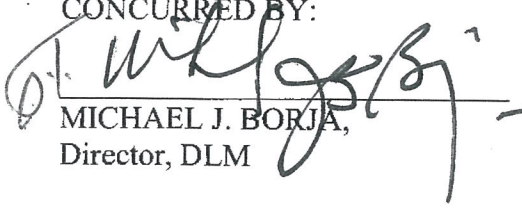

ANITA T. CRUZ

Meets Specifications ☒

Non-Compliance of Specifications ☐

Remarks: _____

CONCURRED BY:


MICHAEL J. BORJA,
Director, DLM

ITEM NO.	DESCRIPTION	QTY	UOM	UNIT PRICE	PRICE EXTENSION
1.1	60 Months Lease Agreement for As per specifications	60	Month	<u>\$1325.00</u>	<u>\$79,500.00</u>
<p><i>Pricing and terms based upon US Federal GSA Contract GS-25F-0062 L. Please see attached Bid Response detail for additional information</i></p> <p>Note: Charges for overage of copies exceeding the monthly allowance prints.</p>					
	Black/White Print Copies			<u>\$.0089</u>	
	Color Print Copies			<u>\$.089</u>	

SPECIFICATIONS:

Six (6) Units

BIDDING ON / REMARKS:

included

Copier:

Color
Black & White
Monochrome
Single and Two Sided
Letter, Legal, Tabloid
Reduce and Enlarge
600x600dpi or better
40ppm or greater

Network Printer

Color
Black & White
Monochrome
Single and Two Sided
Letter, Legal, Tabloid
Reduce and Enlarge
600x600dpi or better

40/20ppm or greater per Amendment 4

PostScript and PCL

Must be able to print from the AS400

Scan

Color
Black & White
Monochrome
Single and Two Sided
Letter, Legal, Tabloid
Reduce and Enlarge
600x600dpi or better
Email

Windows Server: Scan to SMB

TIFF, Searchable PDF or PDF-OCR, PDF/A

Meets requirement



Copy and Print Input

4 or more adjustable paper trays with 500 sheet paper capacity

1 manual paper tray that is able accommodate unusual paper Sizes (i.e. 6"x9", 4"x6", and etc.)

Document Feeder

Paper weight – 16lb bond to 110lb index

meets requirement

↓

Please Print

ACKNOWLEDGEMENT COPY (re-fax to GSA)

Received by: M. S. S.

Date: 9-25-15

Company/Agency: Xerox

Pls fax back to: (671) 300-6699

Revised 9/25/15"

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Copy and Printer Output~~Sheet finisher Output~~~~Sheet finisher tray~~

Print Output Tray

Collating

Stapling, internal, capability of stapling booklets of ^{per} ~~50~~ ^{Amendment} ₄ pages or greater

Fax

Single Fax Lines

Other Features

**Network Accounting Kit (User Account Tracking
And Limiting Features)**

**Network Scanning and Scan to Email Kit
(Scan to Email; Scan to SMB)**

Power supply no greater than 120v

Month print allowance for all 6 copiers:
36,000 black and white

Month print allowance for all 6 copiers:
5,000 Color

Fixed pricing for the term of the lease

Training

Machine replacement guarantee if not satisfied with
the performance of the copier

Free installation and delivery

Initial network installing support

**Includes all supplies (toner, drums, fusers, etc.
except paper and staples)**

**To include Maintenance, Parts, Labor & Supplies
(Except Paper & Staples)**

**Print credits for unacceptable machine prints that results from
Machine malfunction and prints made during servicing.**

Routine pickup of used supplies for disposal
Network connectivity through 10/100 Base T
Hard drive erase

meets requirement

Note: The Federal GSA pricing and its terms and conditions will be considered if offered.

Bidding On:

Manufacturer:

Make:

Model:

Place of Origin:

Date of Delivery:

Xerox
Xerox
WC 7845
USA
30 Days ARO

Please Print

ACKNOWLEDGEMENT COPY (re-fax to GSA)Received by: Mike SelasDate: 9-25-15Company/Agency: Xerox

Pls fax back to: (671) 300-6699

"Revised 9/25/15"
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xerox



GENERAL SERVICES AGENCY
Bid GSA-139-15

Attention: Ms. Claudia S Acfalle
Address: General Services Agency
Government of Guam
148 Route 1, Marine Dr.
Piti, GU 96915

Date: October 19, 2015 10:00 am

Xerox Bid Response Detail to Bid No. GSA-139-15 DLM

60 month pooled lease of 6 Multifunction copier/printer/scanner/ fax machines

(Pricing, terms and any subsequent award are based solely on pricing and terms provided under US Federal GSA Contract No. GS-25F-0062L SIN 51-505.)

60 Month US Federal GSA Pooled Lease Pricing (Meets All Bid Specification Requirements)	Proposed Response Pool of Xerox (6) WC7845s
BID RESPONSE	\$1325.00
Pooled Total Monthly Lease Amount* :	
Monthly Black print allowance :	36,000
Excess per print charge over BLACK pooled allowance:	\$.0089
Monthly Color print allowance :	5,000
Excess per print charge over COLOR pooled allowance:	\$.089

***6 unit pool based on model cited below**

Response Equipment Information

Item 1.1: Proposed Model Feature Description: **WorkCentre 7845 copier/ printer/ fax/ scanner Qty: 6**

Meets all bid specification requirements.

- 45ppm Black copying/ printing; 45 ppm Color copying/ printing
- 130 sheet Automatic Duplexing Document Feeder and Platen Glass
- 4 paper trays and bypass tray holding up to 11 x 17 sized paper
- Total Paper Capacity of 3140 sheets
- Network scanning to a variety locations including email, mailbox, network folder, and PC desktop
- Up to 600 x 600 dpi selectable scanning resolution
- PCL and Post Script Print Drivers
- Print from and Scan to USB flash drive
- Hard Drive Encryption with Image Erase
- Xerox CentreWare Web device management
- Xerox Account Management Software
- 33.6 Kbps Walkup and PC Faxing
- Automatic 50-sheet multi-position stapling
- Lease includes all supplies except paper and staples

PLEASE SEE ATTACHED BROCHURES FOR DETAILED SPECIFICATIONS

***Includes:**

- Equipment as per bid specifications
- Full service including all parts, labor, and all consumable supplies (black, cyan, yellow and magenta toner, drums, fuser, and waste container) excluding paper and staples.
- Managed Device Services Help Desk
- Total Satisfaction Guarantee
- Includes standard delivery (excess rigging charges if necessary will be additionally charged)
- Pickup and recycling/disposal of used machine supplies
- Removal of existing Xerox machines (if any)
- Toll Free 24 Hour Systems Analyst & Technical Support

Xerox' bid response is based solely on pricing and terms provided under US Federal GSA Contract No. GS-25F-0062L SIN 51-505 Xerox Document Management Services. Proposed equipment is supported as described in the attached Statement of Work (SOW) for Managed Device Services. The "Software Tools" Section of the SOW shall apply IF Xerox software is used in support of the proposed devices.

Services & Solutions Order Agreement and TCC Schedule as required by US Federal GSA Contract No. GS-25F-0062L will be provided upon award.

Contact your Account Manager:

Mike Salas

671.477.1907(tel), 671.472.3844(fax)

michael.salas@xerox.com

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Should you find this proposal of interest, we would be pleased to submit contract terms.

Pricing valid for 60 days.

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Statement of Work

Service(s) Provided: Managed Device Services

Service Component Work Process Descriptions	Service Configuration Parameters
Managed Device Services – Vendor Branded Devices The Vendor Help Desk serves as a point of contact to receive, document, process, and track customer requests for a variety of services related to Vendor branded equipment.	
Hours of Service Availability The established phone number will receive requests during the hours of operation. The Vendor Help Desk is available to receive and process customer calls.	Managed Device Services will be available to the client on the following days of the week: <u>Monday through Friday</u> , from <u>8am</u> to <u>5pm</u> local time. Customer time zones supported: <u>Guam</u> The following phone number shall be used to request Managed Device Services: To be provided at contract signing. Languages Supported: English
Asset Database – Vendor Branded Devices Data is collected on the client's Vendor Branded assets that are covered by the Managed Device Service and recorded in an asset database. This data is used by the Help Desk Associate when processing Service requests, to locate and identify relevant assets and to disposition and fulfill Managed Device Service requests.	Vendor will use the Vendor Tools and Vendor Client Tools (collectively "Tools") to monitor networked Managed Devices. The Tools provide automatic service and supplies alerts to the Vendor Help Desk (e.g. low toner), automated meter collection, new device discovery, and device data collection for reporting. The Tools periodically scan the Client's network for devices, which may be eligible to be Managed Devices. Devices identified through this process may be added as Managed Devices and billed at the rates identified in the Managed Device Services Contract. Vendor will make reasonable efforts to maintain the asset database accuracy. Client shall assist this effort by communicating changes to their asset inventory as they occur.
Asset Tagging Asset tags are created for each asset covered by this Service. The asset tag contains information such as asset serial number and Help Desk phone number.	The client shall facilitate the application of asset tags to the assets covered in this Service.
Service Call Management - Vendor Branded Devices The Help Desk Associate will record the customer's call and information pertaining to the request. Some problem calls may be resolved directly over the phone. The Help Desk Associate will apply remote Service diagnostics to try to resolve the request directly if possible. If not, the request will be dispatched for onsite resolution.	The client is responsible for providing accurate machine information.

Statement of Work

Service Component Work Process Descriptions	Service Configuration Parameters
<p>Supplies Request Management - Vendor Branded Devices</p> <p>The Help Desk receives, tracks, and fulfills customer requests for standard consumable supplies for Vendor Branded devices covered in this Service. All Vendor branded supplies can be ordered through the Help Desk.</p> <p>These supplies may include toner, developer, fuser oil, paper, staples, binding tape, and/or other items.</p>	
<p>Equipment Add / Change Management - Vendor Branded devices</p> <p>The Help Desk receives and facilitates requests for new Vendor Branded Equipment or upgrades to existing equipment.</p>	
<p>Equipment Move Management - Vendor Branded devices</p> <p>The Help Desk receives, logs, and processes requests to relocate Vendor Branded Equipment covered in this agreement.</p>	
<p>End User Support</p> <p>The Help Desk answers end user questions about the features, functions, and operation of Vendor Branded devices. The Help Desk will also answer or facilitate resolution of all Vendor related questions or concerns.</p>	
<p>Meter Read Services</p> <p>Vendor facilitates gathering of meter reads and submits meter reads to the billing process.</p> <p>Vendor delivers the report containing meter read data to client specified contacts and client specified vendors.</p>	<p>Locations where Vendor physically reads meters: None. In other documented locations covered by this agreement, Vendor will facilitate gathering of client provided meter reads. Vendor will use the Vendor Tools and Vendor Client Tools (collectively "Tools") to monitor networked Managed Devices. The Tools provide automated meter collection.</p>
<p>Reporting</p> <p>Help Desk equipment service metrics are reported for client devices in this agreement.</p>	<p>Vendor will provide client reporting on in scope Managed Devices, as well as monthly usage data on a monthly basis.</p>

Statement of Work

Service Component Work Process Descriptions	Service Configuration Parameters
<p>Vendor Software – Department of Land Management will facilitate the loading of any software that has been previously approved for usage by University of Guam.</p>	<ol style="list-style-type: none"> 1. Provide a dedicated PC or server, as required, that is connected to Client's network at all times ("Client PC"), and allow Vendor to install, use, access, update and maintain the Tools on the Client PC. The Tools cannot be installed on a PC or server where other SNMP-based applications or other Vendor Tools are installed, because they may interfere with the Tools. 2. Provide a Customer IT Contact as its primary contact to Vendor to facilitate IT related activities and processes. 3. Assure that networked Managed Devices are Simple Network Management Protocol ("SNMP") enabled and can route SNMP over the network. 4. Ensure that proper virus protection is installed, maintained, and enabled on the Client PC and any servers, desktop workstations, laptop computers and other hardware attached to or hosting any data on Client's network or output environment. Vendor is not responsible for the disruption of Managed Device Services or loss of functionality of the Tools caused by any of the foregoing. If the Tools become inoperable due to Client implemented changes to its network, Vendor will work with Client to re-install Tools. 5. Submit meter data for networked Managed Devices when such data cannot be provided by the Tools and work with Vendor to enable the Tools to automatically provide meter data from such Managed Devices. If a meter read for a Managed Device has not been provided by the Tools or submitted by Client for 45 days, Vendor may discontinue some or all of the MANAGED DEVICE Services for that Managed Device under this SOW. 6. Request Basic/Maintenance Services, Break Fix Services, Supplies and/or Consumable Supplies from the Vendor Help Desk for Managed Devices that are not compatible with the Tools.

Statement of Work

SOFTWARE TOOLS

CONFIDENTIAL INFORMATION. Each party will disclose to the other certain business information identified as confidential ("Confidential Information"). Customer Content consists of documents, materials and data provided in hard copy or electronic format by you to Vendor containing information about you and/or your clients and is considered your Confidential Information. Developments and Pre-Existing Work (collectively "Vendor Work"), Vendor Tools as defined herein, and information specifically identified as Confidential and/or Proprietary in Orders and SOWs shall be considered Vendor's Confidential Information. "Developments" are items created by Vendor employees, agents and/or licensors, including, but not limited to, computer programs, code, reports, operations and procedures manuals, forms, design or other works of authorship, and "Pre-existing Work" are items used or incorporated into a Deliverable or developed or acquired by Vendor independent of performing the Services. "Output of Services" constitute electronic images created by scanning tangible documents containing Customer Content, or the content of any reports and other materials, created by Vendor specific to and for Customer per the applicable SOW, but shall not include software. "Assessments" are assessment and recommendation reports created as a result of assessment services. "Documentation" means all manuals, brochures, specifications, information and software descriptions in electronic, printed, and/or camera-ready form, and related materials customarily provided by Vendor for use as part of the Services. Each party will make reasonable efforts not to disclose the other party's Confidential Information to any third party, except as may be required by law, unless such Confidential Information: (i) was in the public domain prior to, at the time of, or subsequent to the date of disclosure through no fault of the non-disclosing party; (ii) was rightfully in the non-disclosing party's possession or the possession of any third party free of any obligation of confidentiality; or (iii) was developed by the non-disclosing party's employees or agents independently of and without reference to any of the other party's Confidential Information. Confidentiality obligations set forth above shall terminate one (1) year after expiration or termination of this Agreement or the last effective Services Contract hereunder, whichever is later; provided however, for Vendor Work and Vendor Tools, confidentiality obligations with respect thereto shall not terminate unless (i), (ii) or (iii) in the preceding sentence of this Section becomes applicable thereto. The parties do not intend for Customer to disclose confidential technical information hereunder, which includes, but is not limited to, computer programs, source code, and algorithms, and Customer will only disclose the same under the auspices of a separate agreement. Upon expiration or termination of this AGREEMENT, each party shall return to the other or, if so requested, destroy, all Confidential Information of the other in its possession or control, except such Confidential Information as may be reasonably necessary to exercise rights that survive termination of this AGREEMENT.

INTELLECTUAL PROPERTY. Vendor, its employees, agents and/or licensors shall at all times retain all rights to Vendor Work and Vendor Tools (with "Vendor Tools" being proprietary tools used by Vendor, including Vendor Device Manager, to provide the Services, and any modifications, enhancements, improvements and derivative works thereof), and except as expressly set forth herein, no rights to Vendor Work and Vendor Tools are granted to you. Further, Vendor Tools constitute a Trade Secret per 18 U.S.C. §1905. You shall have no rights to use, access or operate the Vendor Tools, which will be installed and operated only by Vendor; the Vendor Tools are neither data nor computer software as defined in FAR 52.227-14 (and/or its MMAR equivalent) and will not be provided to you. You will have access to data and reports generated by the Vendor Tools and stored in a provided database as set forth in the applicable SOW, all of such data and reports will be provide to you with unlimited rights as defined in FAR 52.227-14. All Vendor Tools may be removed at Vendor's sole discretion. To the extent any Vendor software is installed on your system, such software is restricted computer software as defined in FAR 52.227-14 (and/or its MMAR equivalent). Vendor does not license the Vendor Tools. You agree not to decompile or reverse engineer any Vendor Work or Vendor Tools. You will have limited rights as defined in FAR 52.227-14 (and/or its MMAR equivalent) in any Vendor Work and Documentation provided to you for use of the Services and Deliverables. Output of Services is provided to you with unlimited rights as defined in FAR 52.227-14 (and/or its MMAR equivalent). Assessments are provided to you with limited rights as defined in FAR 52.227-14 (and/or its MMAR equivalent).

Statement of Work

Management Services

The following Management Services are included as part of the Services to be provided pursuant to this Agreement.

Account Configuration

The Vendor location at the client site is configured with a mix of people, process, equipment, software and networking to achieve the contracted service levels.

Human Resources

Vendor manages these aspects of human resources – employee sourcing and selection, training, back-up coverage, and employee development / performance improvement.

Materials Management

Vendor manages the ordering, receipt, handling, and storage of supplies and replacement parts for systems, as contracted.

Account Marketing

Vendor communicates the capabilities of the managed service to client departments and maintains client awareness so that services may be rendered where and when needed.

Equipment Service

Vendor manages and performs equipment service as contracted.

Technology Support

Vendor technology specialists are available, as contracted, to support ongoing technical needs and troubleshoot operational issues.

Technology Management

Vendor manages its document services hardware and software technology as contracted, proposing additional technology acquisitions, as required, to meet customer's needs.

Operations Management

Vendor manages the services operation, including people, processes, and technology, to assure operational service as contracted.

Statement of Work

Standards of Performance

Assumptions:

1. The Service Configuration Parameters ("Parameters") set forth in this Statement of Work ("SOW") have been agreed to by the parties and have been used by the parties to configure resources that are estimated to be sufficient to adequately support the scale and scope of the Service and to meet the Standards of Performance ("SOP") set forth herein for such Service. Vendor shall use reasonable efforts to meet service requests that exceed any maximums stated in the Parameters; provided, however, the failure to meet such service requests shall not constitute a breach by Vendor hereunder. If the scale and scope of any Service consistently exceeds the resources estimated by the parties to be adequate for such Service, the parties may meet to discuss appropriate actions to address the situation.
2. This SOW (and its SOP) applies to Managed Device Services only. Any other Service provided under this Agreement must be reflected in a separate SOW.

Performance Criteria	Measurement	Description	Calculation
Managed Device Service reporting timeliness	95% on time	<p>The report for prior month activity will be available in the month following the month in question.</p> <p>This report includes a listing of all equipment and monthly usage.</p>	The measurement for Managed Device Services reporting timeliness is calculated by dividing the number of monthly reports provided on time by the total number of monthly reports requested during the contract.

END OF STATEMENT OF WORK FOR MANAGED DEVICE SERVICES